

## AZ JOB CONNECTION NEWSLETTER

### Creating Multiple Logons

Attention all Regional Director and Supervisor roles in AJC! To increase AJC system efficiency, please make sure all staff logging into AJC to serve jobseekers have only one logon and access AJC under that one logon in any office.

Staff with access to multiple offices will only need to be assigned one logon, with a role added for each office.

Current staff with logons who require access to another office will need another role added. This convenience eliminates the need for staff to remember multiple logons.

Regional Directors and Supervisor roles in AJC should contact the +ESA Customer Support Services mailbox with staff logon issues. Please do not create another logon for staff. Seek appropriate assistance to resolve any issues.

### LVER/DVOP Username Set-up

For reporting purposes, DVOP and LVER staff should have usernames in AJC that begin with DV/LV and station desk numbers that begin with DV/LV, respectively.

If this is not the case, please notify +ESA Customer Support Services at [ESACustomerSupportServices@azdes.gov](mailto:ESACustomerSupportServices@azdes.gov), so corrections can be made.

### SCAM Alert!!!

Please make sure that you are not doing any mass mailings to AJC Jobseekers or Community Partners regarding job openings or interview updates using email. This may result in Jobseekers receiving SCAM emails and/or text messages.

We have been notified that users have received emails for employment opportunities that are not legitimate. Non-legitimate contacts can include work from home opportunities or attempts to have you cash a check or money order.

**Would you like to view previously distributed newsletters with all of the FAQs since implementation?**

Use the following link. Click on One-Stop Information on the left. In the dropdown, click the AJC Newsletter PDF file.

[Employment Service](#)

DILBERT MAY 19, 2014



### Scam Alert continued

Employers do not interview by Instant Messaging (IM). We encourage you to research the employer and ask for verification of the person who contacts you about the employment opportunity. If you suspect that you have been contacted by a potentially fraudulent employer, please notify us immediately at [eahelpdesk@azdes.gov](mailto:eahelpdesk@azdes.gov)

Within the past year, the Employment Administration has been dealing with an employer scam currently utilizing AJC to contact job seekers for jobs. This scam comes in the form of emails requesting the job seeker to create a Yahoo account.

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## Staff Development

HeadScratchers is a free website promoting ways for problem solving, decision making and creativity. On this site, you will find The HeadScratcher Post archive of Thinking Tips.

You could start with Thinking Tips such as Edition 15's "The Definition of Done" or my current favorite: Edition 2's "The #1 Thing".

**Visit The HeadScratcher Post website for more details. [HeadScratchers](http://HeadScratchers.com)**

This quarter's Staff Development revolves around Critical Thinking for Problem Solving, Decision Making and Creativity. One of our long standing supervisors provided this wonderful information. Thank you Mr. Zahnleiter!

## HeadScratcher Post Edition 29 "Famous Thoughts"

We can't solve problems by using the same kind of thinking we used when we created them. **Albert Einstein (1879 - 1955)**

The more you think, the more time you have. **Henry Ford (1863-1947)**

Think left and think right and think low and think high. Oh, the thinks you can think up if only you try! **Dr. Seuss (1901-1994)**

## Webinar Etiquette

### Tips for Webinar Participants

Webinars are frequently used for technical assistance or discussions. Here are some tips for effective participation; they are also useful for conference calls.

#### Before the webinar starts:

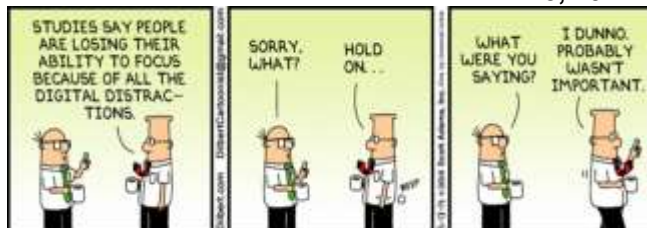
- Review any material that was sent.
- Write down your questions or comments on the topic. Collect any documents or notes you may need.
- If the webinar invitation offers a systems check for first-time users, run this systems check the day before. You may need to contact your IT staff for help. Doing this at the time of the webinar may delay the start of the presentation.
- Log in 5 or 10 minutes early. This allows time for last minute troubleshooting.

#### During the webinar:

- Never put your phone on hold – all others will hear the music or announcements. This may make communication impossible.
- Try to put your phone on mute (\*6 often works). Any background noise in your office will be heard by others. Even paper shuffling and phones ringing in the background can be very loud. Remember to unmute your phone when you want to speak.
- Be an active participant: ask questions and respond to questions or polls. Let the presenter know if you cannot hear or see the information on the screen.
- When you start to speak, state your name – every time. If it's a larger group, it is not possible to recognize and remember voices.
- Be respectful of others. Stay on topic. Do not interrupt. Ask one question at a time.
- Stay on the call until the end. At times, you may need to leave a call early, but there is usually a loud beep when someone hangs up. If ten people disconnect while the presenter is still speaking, the others cannot hear what is being said.

- WIA Management

## DILBERT MAY 13, 2014



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### DID YOU KNOW?

You can search for **State of Arizona** government jobs on **AJC** and refer your customers to the jobs. If they get hired, you get credit for the placement! To search for the jobs just follow these steps:

1. Select Client > Job Search > Advanced Job Search.
2. Enter **State of Arizona** in the "That are from this company" field.
3. Press **Enter** or click **Search**.

Click on the job title to view the job details. If your customer qualifies for a job and is interested in applying, click the "Make Referral" button and provide your customer with a job referral.

Please keep in mind that your customer will need to register on the [www.azstatejobs.gov](http://www.azstatejobs.gov) website and post a resume to apply for the position(s).

Don't let your customers miss out on a great opportunity! The State of Arizona is always looking for great candidates to fill a wide array of positions.

### Proof that it works!!

The other day, I was working the resource room and assisting a customer in faxing her resume for jobs. We began talking about the services offered at the One-Stop Career Center and she did not know about meeting one-on-one with Employment Service staff for assistance with job leads! I advised her to go to the front desk, fill out the route slip and someone would be able to assist her. Cynthia Goldsmith was the next PSE available to help the customer job search for dental assistant openings. Cynthia was able to provide her with more job leads than what she was able to find on her own by taking the time to meet with her at her desk. This young lady seemed determined to find a job and I am sure she will with the assistance provided. She knows she can come back any time for additional services.

If you're sitting at your desk with no one there, go to the resource room and talk to customers. Take them to your desk and share what you do best! I am sure you can find at least one person out there and, with your assistance, you can make their day better and their future even brighter.

- Jerome Przystup





# AZ JOB CONNECTION NEWSLETTER

## Hot Topics

**Registered Apprenticeship** – Registered Apprenticeship program is a great opportunity that Americans have forgotten about over the last few decades, but you should know that it is still alive and thriving.

Apprenticeships create new opportunities for all hard-working Americans to get ahead. And the best part about it is that you can “earn while you learn”.

Apprenticeship is a proven training system with viable structured training alternative to college with an Industry recognized Certification. Popular occupations are pipe trades, manufacturing programs, electricians, carpenter, HVAC, sheet metal worker, insulators. There are many more apprentice-able occupations that are available to jobseekers. Some of these occupations like locksmith, chef, healthcare & IT apprenticeships are becoming increasingly popular.

The US is falling short of skilled workers in today's workforce. It is believed that the best way our nation's economic challenges of keeping the competitive edge are to get Jobseekers into a Registered Apprenticeship program.

Some benefits to Employers:

- Highly skilled employees
- Reduced turnover rates
- Higher productivity
- Lower investment in recruitment
- More diverse workforce

Some benefits to Apprentices:

- Portable credentials
- Improved skills and competencies
- Higher wages as skills increase
- Career advancement
- Full-time employment with career placement built in

As Workforce and Employment Service staff, we can encourage youth and adults to participate in the apprenticeship program. It may take a lot to get to the end, but most good things do. To learn and tell others all of the details of the Registered Apprenticeship program, please go to [AZDES Apprenticeship](#) website. There, you can learn the benefits for Job Seekers, Employers, as well as locate Program Listing and sponsor resources.

**Please use the following links to learn more on Registered Apprenticeship:**

[American Apprenticeship Initiative](#)  
[The Underuse of Apprenticeships in America](#)  
[USDOL Apprenticeship](#)  
[AZDES Apprenticeship](#)

"For apprenticeship to succeed, we need to start a movement." (USDOL Secretary Perez, July 14, 2014)

US Department of Labor reports that 98 percent of surveyed employers with apprenticeship programs would recommend them to other businesses.

## Quarterly Kudos

**Customer Satisfaction** surveyed customers who commended the following staff for their support and comprehension of the customers' needs and situations:

Thank you Globe Office and Ajo Office

Paula Blount at the Kingman Office  
 Diane Johnson in Tucson Office  
 Ina Calloway-Boyd in Casa Grande

These staff have been very helpful and have been noted to always go above and beyond to assist employers and jobseekers.



## FAQs

**Q = Question/issue**

**A = Answer**

**Q:** WHEN STAFF TRY TO RESULT THE SERVICES UNDER REEMPLOYMENT SERVICES TO "COMPLETED", THEY RECEIVE AN ERROR MESSAGE STATING THAT THE "STATION DESK DOES NOT MAP TO THE OFFICE PROVIDED".

**A:** Once a service has been set to 'Failed to Report', a "New Service" must be added to accurately record the date of when the claimant reported for services, displaying "Completed Status" on the S&T Plan.

Note: The services cannot be deleted or changed. Changing any service that has been set by the system to "Failed to Report" effects both Reporting and the claimants Unemployment Insurance Benefits, therefore the action is not allowed.

When you receive the message regarding a Station desk, this means the Failed to Report status was set by the system.

The client's S&T Plan should display both "Review of Initial Assessment" status = Failed to Report AND the "Initial Assessment", status = Completed. The "Completed service" date should show the actual date that the individual reported for their appointment. You can enter in case notes for clarification if you want to. This captures the history of these services.

**Q:** CLIENT IS ASKING WHY THEIR PASSWORD IS NO LONGER WORKING ON AJC.

**A:** Confirm that the Username they are using is correct and proceed with instructions on how they may reset their password.

If they are attempting to input an incorrect Username, proceed with verifying the account information.

**Q:** EMPLOYER STATES THEY ARE HAVING TIME-OUT ISSUES ENTERING JOB ORDERS INTO AJC. FOR EXAMPLE, AFTER LOOKING UP O\*NET CODE FOR A JOB ORDER ENTRY, THE EMPLOYER GOES BACK TO THE JOB ORDER SCREEN AND THE SYSTEM WILL TIME THEM OUT. CONSEQUENTLY, THE EMPLOYER HAS TO START THE JOB ORDER ENTRY ALL OVER AGAIN. WHAT COULD BE WRONG?

**A:** Inform the employer that there is a time limit on the screen set to 15 min and the employer should save the page before the screen times out to finish the job order.

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## AZ Job Connection Newsletter

*Employment Administration, Information  
Technology Section (EA/IT) working to keep you  
informed and up-to-date!*



# DES

*Your Partner For A Stronger Arizona*